



6 CASELOAD MANAGEMENT

6.2 Caseload Review and Management

Effective: 1/1/01
Revised: 01/01/03

POLICY: Projects must maintain or exceed the average monthly participation level as determined for the Performance Based Contract.

PROCEDURE:

A. LOCAL PROJECT MANAGEMENT

1. Establish Project participation history. Review past participation and patterns in participation, such as seasonal declines and increases. Collect pertinent data such as no-show for drafts and appointments, the number of new certifications, recertifications, terminations (and the reason codes), ineligible, late pick-ups and transfers, etc.
2. The PC (personal computer) participation count, obtained from the Participation Counts Report on the computer, should be reviewed throughout the month to plan immediate caseload management actions, such as increasing outreach activities and rescheduling no-shows.
3. Local Projects must send the PC count to the State WIC Office by the 7th calendar day of each month using the WIC Project Caseload Status Report (DPH 4333).
4. Projects must complete the monthly auto processing on the first business day of the month and telecommunicate to ADP Contractor before the cutoff day. The cutoff day is the 6th business day of each month before 1:30 p.m. The ADP (automated data processing) count is the participation count telecommunicated from the PC to ADP Contractor, and is calculated during the monthly auto processing. The ADP count is reported on the WIC 801 Report. As of January 2002, if the computer is not in “disconnect” mode, this will be automatic. If the computer is disconnected, the system allows 2 weeks to get reconnected and telecommunicate.
5. Projects must telecommunicate to ADP Contractor weekly for each week that WIC activity is conducted. It is recommended that projects telecommunicate more often, e.g., after each clinic. See the WIC System Manual for more information.
6. Each month, local Project staff must review the PC and ADP participation counts and compare them to the contracted caseload. The PC count should theoretically be identical to the ADP participation count.



7. Project staff must determine the reasons for and take action when there is a variance greater than 2% between the project's ADP count and PC count. See the WIC System Manual, Section 8 regarding the WIC801 report.
8. After determining the causes(s) for the variance and determining which count is more accurate, a project staff member must report this to the WIC Program Operations Coordinator by the 30th of the month.

B. MANAGEMENT TOOLS

1. Project Director Orientation Manual, Clerk Orientation Manual, and the WIC System Manual are tools for caseload management use.
2. Other resources: Appointment sheets, Enrollment and Participation Reports (WIC 801), Transaction Summary Report (DAISy), Tally Report (DAISy), the Recertification Due Summary Report (DAISy), the comm.log report, and Project records of previous caseload reports to identify patterns of high and low participation periods. The comm.log report is automatically printed after each telecommunication and should be kept for 6 months.

C. STATE WIC OFFICE MANAGEMENT

1. The annual contracted caseload determination is detailed in Policy 6.1 Caseload Assignments.
2. Refer to Policy 6.1 Caseload Assignments for information on caseload adjustments for the mid-year review.
3. A State Office tracking report is distributed to Central and Regional Office WIC staff on a monthly basis.
4. The State WIC Office monitors the participation levels of each project by comparing the PC counts with the ADP (WIC801) participation counts.
5. The WIC Program Operations Coordinator reviews WIC reports to see that the variance is 2% or less, and assists with determining an accurate participation count.
6. The WIC Program Operations Coordinator reviews the Enrolled and Participation Report - Closeout (WIC801) to verify that corrections after telecommunication were made.



Caseload Management

7. The Regional Office Nutritionists and Milwaukee County WIC Office will provide technical assistance to local projects, as needed.

ATTACHMENTS

WIC Project Caseload Status Report (DPH 4333)